

To: Amex Centurian Travel[redacted]
From: [redacted]
Sent: Fri 2/1/2019 9:44:55 PM
Subject: Re: Ticket for Karyna

yes! he sees the points! I am on hold again while he processes the ticket!

On Feb 1, 2019, at 4:42 PM, Natalia Molotkova

<[redacted]> wrote:

Done, transferred.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[redacted]
(317) 677-3681
Hours: Mon through Friday 9AM-530PM EST

===== text File Attachment ===== Attachment 3.html, 1550399 bytes

===== text File Attachment ===== Attachment 2.html, 1550421 bytes

No, I can't, I am here, ready to transfer points when AF confirms availability, it should appear on AF end imm

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[redacted]
Hours: Mon through Friday 9AM-530PM EST

===== text File Attachment ===== Attachment 1.html, 1546841 bytes

For money - yes, I can't see how many seats left for upgrade.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[redacted]
Hours: Mon through Friday 9AM-530PM EST

on hold...
are there pletny of biz seats?

On Feb 1, 2019, at 4:23 PM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
natalia.molotkova@centurion.com
(877) 877-0987
Hours: Mon through Friday 9AM-530PM EST

Did you call flying blue?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

i am now on hold for a Flying Blue rep...I had a normal rep...he couldnt help...

On Feb 1, 2019, at 4:16 PM, Natalia Molotkova <[REDACTED]> wrote:

Their record locator is VG8PEM

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

Let me know when you have them on line.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

please issue ticket as stated below

On Feb 1, 2019, at 4:13 PM, Natalia Molotkova <[REDACTED]> wrote:

Your response is required to complete this reservation. Prices and availability are subject to change.

- Total air reservation, including taxes and fees: \$3956.33.
- Ticket is non-refundable, \$300.00 change penalty applies plus difference in fare.
- **Wed 06 Feb - Air France 99 - Premium Economy - 8h 35m**
Departing: Miami Airport, (MIA) at 4.40pm
Arriving: Paris Charles de Gaulle Airport, (CDG) at 7.15am
- **Thu 14 Feb - Air France 6 - Premium Economy - 8h 35m**
Departing: Paris Charles de Gaulle Airport, (CDG) at 1.20pm
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Please reply to this email and provide your authorization to proceed.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

ok, calling them now!

OK, let's issue ticket first, after that you will call Air France about upgrade, if it is still available on the line.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

OK! we have permission to transfer the 30,000 points to Jeffrey's new AF Flying Blue account Karyna, then upgrade her to biz! Can you do for me pretty please!?

still determining what we want to do...

JE's AF Flying Blue Number: **1193608285**

ok, I will go in and set up an account...

Yes, I need account number.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

ok...maybe you should go ahead and link the Amex card to account now! Do you need under Jeffrey's name..

terrific!! got it!

Before transferring points to AF, I need to link Flying Blue account to AMEX card.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

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done prior to departure, but after ticketing.**

-you said it is 15,000 miles to upgrade...do we transfer 15,000 Amex points to get the 15,000 miles? go through all this with our accounting department today...Rich is coming here at 2:30

**15 000 miles it is per flight, so if you need round trip - it is 30 000 miles.
Yes 1 AMEX point is 1 AF mile.**

Regards,
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Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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You can pay with points only when you know for sure he or she is taking flight, even after the flight.

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Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

OK, if you got upgrade using AF miles and changing flight - if upgrade is available on new flight (there may be possible difference in air fare or miles plus change fee). With AF, if upgrade for new flight, money goes back to account, AF account.

If you used AMEX points and canceling - you are getting money back if ticket was refunded or money goes back.

Regards,
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Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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Also, confirm to me, once we pay with Amex points for an upgrade, those points are not cancel a flight we have upgraded, we do not get them back?

hmmm, now I am thinking it is better to get Gift Cards for Saks or Bergdorf as the cards

Are you talking about airline miles or AMEX points?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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It is up to you - you can get Flying Blue account for her or him. Once you have it, we need for upgrade, upgrade availability can't be guaranteed, once points are transferred to AF,

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only way to upgrade would be through Amex..it also sounds like lots of restrictions to get me the best option would be to purchase the premium economy seat and upgrade with [REDACTED] Karyna..) Less real money up front and not an enormous amount of points used ...

OK, we got through - we can issue ticket as Premium Economy and after ticketing get you business. We will have to transfer AMEX points to AF Flying Blue account.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

If they pick up first fro you, ask them if mileage upgrade available from premium econo

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Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

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Centurion Relationship Manager
[REDACTED]

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I can call Flying Blue...i have 2 phones on my desk ;)
Thank you you for below!
Do you think it would be less points to transfer them to AF? or you have no idea...

OK, Premium Economy seat on Air France is \$3956.33, business is \$10,136.73. So you get 618 040 American Express points and 20 % back.

I can try to call Flying Blue - it is usually a very very long hold time with them, and if I am

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Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

If we wanted to purchase the Premium economy seat and upgrade to Biz on the AF flight to upgrade? (sorry!)

I see you gave me premium economy price but it is different return flight...so not sure th

oops! sorry! you already gave me the biz price!

Can you tell me the biz class AF price?

thank you for the break down! Let me find out what he wishes to do....Keep the flight on

You can't upgrade Air France ticket through Delta. And you can't book Premier class with Air France.

You can check mileage availability on Air France at <https://www.flyingblue.com/fr/home>

I checked mileage space via Delta, nothing available on Delta in business round trip as

So, if the goal is First class, here are options:

- 1) pay whole first class ticket in points - 1 412 253 points and 20 % back.
- 2) pay for first class ticket partially in points - let say business class fare on Air France is fare between business and first - \$4075.80 - pay in points 407 580 points and 20% back

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Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

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1 AF 99 06FEB MIA CDG 0440P 0715A
2 AF 6 14FEB CDG JFK 0120P 0355P

Ok. Let me ask him thx

Sent from my iPhone

First class:

1 AF 99 06FEB MIA CDG 0440P 0715A
2 AF 6 14FEB CDG JFK 0120P 0355P

TOTAL FARE - USD 14212.53

Business:

1 AA 62 06FEB MIA CDG 0625P 0905A
2 AA 45 14FEB CDG JFK 0955A 1235P

TOTAL FARE - USD 8343.53

Premium economy:

1 DL /AF 8345 06FEB MIA CDG 0440P 0715A
OPERATED BY AIR FRANCE
2 DL /AF 1022 14FEB CDG JFK 0815A 1040A
OPERATED BY AIR FRANCE

\$3930.23

Coach:

1 DL /AF 8345 06FEB MIA CDG 0440P 0715A
OPERATED BY AIR FRANCE
2 DL /AF 1022 14FEB CDG JFK 0815A 1040A
OPERATED BY AIR FRANCE

TOTAL FARE - USD 2772.23

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

On it.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Hi Natasha. karyna needs a flight miami paris. 6th feb return 14th to new york . Biz o Premium economy and economy price too. We need to compare. I was not given times

Sent from my iPhone

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Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

ok, calling them now!

OK, let's issue ticket first, after that you will call Air France about upgrade, if it is still available, on the line.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

OK! we have permission to transfer the 30,000 points to Jeffrey's new AF Flying Blue account. then upgrade her to biz! Can you do for me pretty please!?

still determining what we want to do...

JE's

ok, I will go in and set up an account...

Yes, I need account number.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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terrific!! got it!

Before transferring points to AF, I need to link Flying Blue account to AMEX card.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

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Availability for upgrade is not guaranteed, it is available now, it could be not like two hours prior to departure, but after ticketing.

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**15 000 miles it is per flight, so if you need round trip - it is 30 000 miles.
Yes 1 AMEX point is 1 AF mile.**

Regards,
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if we transfer Amex points to AF miles, but then change the flight we used them on, would the points be lost? would we have to use more points to upgrade the new flight? what happens to those points? I am worried about losing points with AF that is it with our Amex points. I also worry, what if we cancel the flight with AF and book another flight with Amex (this sounds like a huge headache to me)

Also, confirm to me, once we pay with Amex points for an upgrade, those points are non reversible. If we cancel the flight we have upgraded, we do not get them back?

hmmm, now I am thinking it is better to get Gift Cards for Saks or Bergdorf as the cards can always be used.

Are you talking about airline miles or AMEX points?

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Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

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i have them on line..

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Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

ok super

And I am calling two. If you got them first, use record locator VG8PEM , I put it in Premium

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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Premium economy and economy price too. We need to compare. I was not given times

Sent from my iPhone

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Their record locator is VG8PEM

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Let me know when you have them on line.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

please issue ticket as stated below

On Feb 1, 2019, at 4:13 PM, Natalia Molotkova <[REDACTED]> wrote:

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JE's AF Flying Blue Number: **1193608285**

ok, I will go in and set up an account...

Yes, I need account number.

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with our Amex points. I also worry, what if we cancel the flight with AF and book another airline...are huge headache to me)

Also, confirm to me, once we pay with Amex points for an upgrade, those points are non reversible ... we have upgraded, we do not get them back?

hmmm, now I am thinking it is better to get Gift Cards for Saks or Bergdorf as the cards can always be used.

Are you talking about airline miles or AMEX points?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

so if we have to change her flight (which happens a lot over here) then the points are gone? I think it is automatic through Amex? I need to make sure Biz class is good for Karyna..

It is up to you - you can get Flying Blue account from her or him. Once you have it, we need to issue Premium upgrade, upgrade availability can't be guaranteed, once points are transferred to AF, they are nonreversible.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

oh wow!...that is MUCH better! that is way less points to do with AF Flying Blue account..do we have to pay for the upgrade? I need to make sure Biz class is good for Karyna..

I got through...Jeffrey's AF frequent flyer number was cancelled back in 2009...so he is not a member of the airline. Premium upgrade would be through Amex..it also sounds like lots of restrictions to get an award to first...its only available to purchase the premium economy seat and upgrade with points to Biz class (if biz class is available) ...

OK, we got through - we can issue ticket as Premium Economy and after ticketing get upgrade - it is a Premium upgrade. We will have to transfer AMEX points to AF Flying Blue account.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

If they pick up first fro you, ask them if mileage upgrade available from premium economy to business

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

ok super

And I am calling two. If you got them first, use record locator VG8PEM , I put it in Premium Economy.

Regards,
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Hours: Mon through Friday 9AM-530PM EST

I can call Flying Blue...i have 2 phones on my desk ;)

Thank you you for below!

Do you think it would be less points to transfer them to AF? or you have no idea...

OK, Premium Economy seat on Air France is \$3956.33, business is \$10,136.73. So you can pay different American Express points and 20 % back.

I can try to call Flying Blue - it is usually a very very long hold time with them, and if I am getting call, I am not sure if mileage upgrade available.

Regards,
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Hours: Mon through Friday 9AM-530PM EST

If we wanted to purchase the Premium economy seat and upgrade to Biz on the AF flights...what would the upgrade? (sorry!)

I see you gave me premium economy price but it is different return flight...so not sure the pricing would be the same.

oops! sorry! you already gave me the biz price!

Can you tell me the biz class AF price?

thank you for the break down! Let me find out what he wishes to do....Keep the flight on HOLD for Karyna.

You can't upgrade Air France ticket through Delta. And you can't book Premier class with Air France unless you are flying on Air France.

You can check mileage availability on Air France at <https://www.flyingblue.com/fr/home/explorer> and Delta.

I checked mileage space via Delta, nothing available on Delta in business round trip as direct.

So, if the goal is First class, here are options:

- 1) pay whole first class ticket in points - 1 412 253 points and 20 % back.
- 2) pay for first class ticket partially in points - let say business class fare on Air France is \$10,136.73, so business and first - \$4075.80 - pay in points 407 580 points and 20% back.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

would it be less expensive to purchase as a Delta ticket and upgrade to first with Delta than AF?

So what is best idea for first class AF round trip for Karyna...? We buy coach fare and upgrade with points.

1 AF	99 06FEB MIA CDG 0440P 0715A
2 AF	6 14FEB CDG JFK 0120P 0355P

Ok. Let me ask him thx

Sent from my iPhone

First class:

1 AF 99 06FEB MIA CDG 0440P 0715A
2 AF 6 14FEB CDG JFK 0120P 0355P

TOTAL FARE - USD 14212.53

Business:

1 AA 62 06FEB MIA CDG 0625P 0905A
2 AA 45 14FEB CDG JFK 0955A 1235P

TOTAL FARE - USD 8343.53

Premium economy:

1 DL /AF 8345 06FEB MIA CDG 0440P 0715A
OPERATED BY AIR FRANCE
2 DL /AF 1022 14FEB CDG JFK 0815A 1040A
OPERATED BY AIR FRANCE

\$3930.23

Coach:

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OPERATED BY AIR FRANCE
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OPERATED BY AIR FRANCE

TOTAL FARE - USD 2772.23

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

On it.

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Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

Hi Natasha. karyna needs a flight miami paris. 6th feb return 14th to new york . Biz or first class. C and economy price too. We need to com

Sent from my iPhone

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Try without number.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

trying..I got disconnectd...and now the automated answering does not recognize my flying blue number

On Feb 1, 2019, at 4:23 PM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]
Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

Did you call flying blue?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

i am now on hold for a Flying Blue rep...I had a normal rep...he couldnt help...

On Feb 1, 2019, at 4:16 PM, Natalia Molotkova <[REDACTED]> wrote:

Their record locator is VG8PEM

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Let me know when you have them on line.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

please issue ticket as stated below

On Feb 1, 2019, at 4:13 PM, Natalia Molotkova <[REDACTED]> wrote:

Your response is required to complete this reservation. Prices and availability are subject to change.

- Total air reservation, including taxes and fees: \$3956.33.
- Ticket is non-refundable, \$300.00 change penalty applies plus difference in fare.
- **Wed 06 Feb - Air France 99 - Premium Economy - 8h 35m**
Departing: Miami Airport, (MIA) at 4.40pm
Arriving: Paris Charles de Gaulle Airport, (CDG) at 7.15am
- **Thu 14 Feb - Air France 6 - Premium Economy - 8h 35m**

Departing: Paris Charles de Gaulle Airport, (CDG) at 1.20pm
Arriving: New York John F Kennedy Airport, (JFK) at 3.55pm

Please reply to this email and provide your authorization to proceed.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

ok, calling them now!

OK, let's issue ticket first, after that you will call Air France about upgrade, if it is still available on the line.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

OK! we have permission to transfer the 30,000 points to Jeffrey's new AF Flying Blue account, then upgrade her to biz! Can you do for me pretty please!?

still determining what we want to do...

JE's AF Flying Blue Number: **1193608285**

ok, I will go in and set up an account...

Yes, I need account number.

Regards,

Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

ok...maybe you should go ahead and link the Amex card to account now! Do you need under Jeffrey's name..

terrific!! got it!

Before transferring points to AF, I need to link Flying Blue account to AMEX card.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

-if I want you to transfer Amex points to AF to upgrade premium economy to biz class, t

**Availability for upgrade is not guaranteed, it is available now, it could be not like t
done prior to departure, but after ticketing.**

-you said it is 15,000 miles to upgrade...do we transfer 15,000 Amex points to get the 15,000 miles?
go through all this with our accounting department today...Rich is coming here at 2:30

**15 000 miles it is per flight, so if you need round trip - it is 30 000 miles.
Yes 1 AMEX point is 1 AF mile.**

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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so in our case, it is probably better to use points after the person has taken the flight ...just Amex points...

You can pay with points only when you know for sure he or she is taking flight, even after

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

OK, if you got upgrade using AF miles and changing flight - if upgrade is available on new flight (there may be possible difference in air fare or miles plus change fee). With AF, if upgrade for new flight, money goes back to account, AF account.

If you used AMEX points and canceling - you are getting money back if ticket was refundable or not.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

if we transfer Amex points to AF miles, but then change the flight we used them on, would we lose those points or would we have to use more points to upgrade the new flight? what happens to those points to AF that is it with our Amex points. I also worry, what if we cancel the flight with those points usable? (this sounds like a huge headache to me)

Also, confirm to me, once we pay with Amex points for an upgrade, those points are not refundable. If we cancel a flight we have upgraded, we do not get them back?

hmmm, now I am thinking it is better to get Gift Cards for Saks or Bergdorf as the cards are refundable.

Are you talking about airline miles or AMEX points?

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Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

so if we have to change her flight (which happens a lot over here) then the points are good used, they are not redeemable...

It is up to you - you can get Flying Blue account from her or him. Once you have it, we need for upgrade, upgrade availability can't be guaranteed, once points are transferred to AF, they are good

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

oh wow!...that is MUCH better! that is way less points to do with AF Flying Blue account Jeffrey? or it is automatic through Amex? I need to make sure Biz class is good for Karyna

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OK, we got through - we can issue ticket as Premium Economy and after ticketing get up business. We will have to transfer AMEX points to AF Flying Blue account.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

If they pick up first from you, ask them if mileage upgrade available from premium econo

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[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

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And I am calling two. If you got them first, use record locator VG8PEM , I put it in Premium

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I can call Flying Blue...i have 2 phones on my desk ;)
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OK, Premium Economy seat on Air France is \$3956.33, business is \$10,136.73. So you
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Hours: Mon through Friday 9AM-530PM EST

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Hours: Mon through Friday 9AM-530PM EST

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Ok. Let me ask him thx

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TOTAL FARE - USD 14212.53

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1 AA 62 06FEB MIA CDG 0625P 0905A
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TOTAL FARE - USD 8343.53

Premium economy:

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OPERATED BY AIR FRANCE
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OPERATED BY AIR FRANCE

\$3930.23

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OPERATED BY AIR FRANCE

TOTAL FARE - USD 2772.23

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

On it.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Hi Natasha. karyna needs a flight miami paris. 6th feb return 14th to new york . Biz o
Premium economy and economy price too. We need to compare. I was not given times

Sent from my iPhone

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Your response is required to complete this reservation. Prices and availability are subject to change.

- Total air reservation, including taxes and fees: \$3956.33.
- Ticket is non-refundable, \$300.00 change penalty applies plus difference in fare.

• Wed 06 Feb - Air France 99 - Premium Economy - 8h 35m

Departing: Miami Airport, (MIA) at 4.40pm

Arriving: Paris Charles de Gaulle Airport, (CDG) at 7.15am

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Departing: Paris Charles de Gaulle Airport, (CDG) at 1.20pm

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Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

ok, calling them now!

OK, let's issue ticket first, after that you will call Air France about upgrade, if it is still available, on the line.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

OK! we have permission to transfer the 30,000 points to Jeffrey's new AF Flying Blue account. then upgrade her to biz! Can you do for me pretty please!?

still determining what we want to do...

JE's

ok, I will go in and set up an account...

Yes, I need account number.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

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terrific!! got it!

Before transferring points to AF, I need to link Flying Blue account to AMEX card.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

-if I want you to transfer Amex points to AF to upgrade premium economy to biz class, this must

Availability for upgrade is not guaranteed, it is available now, it could be not like two hours prior to departure, but after ticketing.

-you said it is 15,000 miles to upgrade...do we transfer 15,000 Amex points to get the 15,000 miles? it is 1 through all this with our accounting department today...Rich is coming here at 2:30

**15 000 miles it is per flight, so if you need round trip - it is 30 000 miles.
Yes 1 AMEX point is 1 AF mile.**

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[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

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[REDACTED]

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Regards,
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Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

On it.

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i have them on line..

On Feb 1, 2019, at 4:15 PM, Natalia Molotkova <[REDACTED]> wrote:

Let me know when you have them on line.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

please issue ticket as stated below

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Departing: Paris Charles de Gaulle Airport, (CDG) at 1.20pm
Arriving: New York John F Kennedy Airport, (JFK) at 3.55pm

Please reply to this email and provide your authorization to proceed.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

ok, calling them now!

OK, let's issue ticket first, after that you will call Air France about upgrade, if it is still available on the line.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

OK! we have permission to transfer the 30,000 points to Jeffrey's new AF Flying Blue account Karyna, then upgrade her to biz! Can you do for me pretty please!?

still determining what we want to do...

JE's AF Flying Blue Number: **1193608285**

ok, I will go in and set up an account...

Yes, I need account number.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

ok...maybe you should go ahead and link the Amex card to account now! Do you need under Jeffrey's name..

terrific!! got it!

Before transferring points to AF, I need to link Flying Blue account to AMEX card.

Regards,
Natalia (Natasha) Molotkova
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Hours: Mon through Friday 9AM-530PM EST

-if I want you to transfer Amex points to AF to upgrade premium economy to biz class, t

**Availability for upgrade is not guaranteed, it is available now, it could be not like t
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go through all this with our accounting department today...Rich is coming here at 2:30

**15 000 miles it is per flight, so if you need round trip - it is 30 000 miles.
Yes 1 AMEX point is 1 AF mile.**

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[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

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On it.

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Hi Natasha. karyna needs a flight miami paris. 6th feb return 14th to new york . Biz o Premium economy and economy price too. We need to compare. I was not given times

Sent from my iPhone

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Your response is required to complete this reservation. Prices and availability are subject to change.

- Total air reservation, including taxes and fees: \$3956.33.
- Ticket is non-refundable, \$300.00 change penalty applies plus difference in fare.
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If they pick up first from you, ask them if mileage upgrade available from premium economy to business class.

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Ok. Let me ask him thx

Sent from my iPhone

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Their record locator is VG8PEM

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Let me know when you have them on line.

Regards,
Natalia (Natasha) Molotkova
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Hours: Mon through Friday 9AM-530PM EST

please issue ticket as stated below

On Feb 1, 2019, at 4:13 PM, Natalia Molotkova <[REDACTED]> wrote:

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1 DL /AF 8345 06FEB MIA CDG 0440P 0715A

OPERATED BY AIR FRANCE

2 DL /AF 1022 14FEB CDG JFK 0815A 1040A

OPERATED BY AIR FRANCE

TOTAL FARE - USD 2772.23

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

On it.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

Hi Natasha. karyna needs a flight miami paris. 6th feb return 14th to new york . Biz or first class Premium economy and economy price too. We need to compare. I was not given times to dep

Sent from my iPhone

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Your response is required to complete this reservation. Prices and availability are subject to change.

- Total air reservation, including taxes and fees: \$3956.33.
- Ticket is non-refundable, \$300.00 change penalty applies plus difference in fare.
- **Wed 06 Feb - Air France 99 - Premium Economy - 8h 35m**
Departing: Miami Airport, (MIA) at 4.40pm
Arriving: Paris Charles de Gaulle Airport, (CDG) at 7.15am
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Departing: Paris Charles de Gaulle Airport, (CDG) at 1.20pm
Arriving: New York John F Kennedy Airport, (JFK) at 3.55pm

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Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

ok, calling them now!

OK, let's issue ticket first, after that you will call Air France about upgrade, if it is still available, you as line.

Regards,
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Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

OK! we have permission to transfer the 30,000 points to Jeffrey's new AF Flying Blue account... purchase upgrade her to biz! Can you do for me pretty please!?

still determining what we want to do...

JE's

ok, I will go in and set up an account...

Yes, I need account number.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

ok...maybe you should go ahead and link the Amex card to account now! Do you need me to open the Jeffrey's name..

terrific!! got it!

Before transferring points to AF, I need to link Flying Blue account to AMEX card.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

-if I want you to transfer Amex points to AF to upgrade premium economy to biz class, this must be do

Availability for upgrade is not guaranteed, it is available now, it could be not like two hours later departure, but after ticketing.

-you said it is 15,000 miles to upgrade...do we transfer 15,000 Amex points to get the 15,000 miles? it is 1 to 1? (go all this with our accounting department today...Rich is coming here at 2:30

**15 000 miles it is per flight, so if you need round trip - it is 30 000 miles.
Yes 1 AMEX point is 1 AF mile.**

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Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

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Hours: Mon through Friday 9AM-530PM EST

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Also, confirm to me, once we pay with Amex points for an upgrade, those points are non reversible ... once we have upgraded, we do not get them back?

hmmm, now I am thinking it is better to get Gift Cards for Saks or Bergdorf as the cards can always be used.

Are you talking about airline miles or AMEX points?

Regards,
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Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

so if we have to change her flight (which happens a lot over here) then the points are gone? I think it are not redeemable...

It is up to you - you can get Flying Blue account fro her or him. Once you have it, we need to issue Pre upgrade, upgrade availability can't be guaranteed, once points are transferred to AF, they are nonreve

Regards,
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[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

oh wow!...that is MUCH better! that is way less points to do with AF Flying Blue account..do we have is automatic through Amex? I need to make sure Biz class is good for Karyna..

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OK, we got through - we can issue ticket as Premium Economy and after ticketing get upgrade - it is a We will have to transfer AMEX points to AF Flying Blue account.

Regards,
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[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

If they pick up first fro you, ask them if mileage upgrade available from premium economy to business

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Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

ok super

And I am calling two. If you got them first, use record locator VG8PEM , I put it in Premium Economy.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

I can call Flying Blue...i have 2 phones on my desk ;)
Thank you you for below!
Do you think it would be less points to transfer them to AF? or you have no idea...

OK, Premium Economy seat on Air France is \$3956.33, business is \$10,136.73. So you can pay different American Express points and 20 % back.

I can try to call Flying Blue - it is usually a very very long hold time with them, and if I am getting call, I am not sure if mileage upgrade available.

Regards,
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Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

If we wanted to purchase the Premium economy seat and upgrade to Biz on the AF flights...what would be the upgrade? (sorry!)

I see you gave me premium economy price but it is different return flight...so not sure the pricing would be the same.

oops! sorry! you already gave me the biz price!

Can you tell me the biz class AF price?

thank you for the break down! Let me find out what he wishes to do....Keep the flight on HOLD for K

You can't upgrade Air France ticket through Delta. And you can't book Premier class with Air France via Delta.

You can check mileage availability on Air France at <https://www.flyingblue.com/fr/home/explorer> and I checked mileage space via Delta, nothing available on Delta in business round trip as direct.

So, if the goal is First class, here are options:

- 1) pay whole first class ticket in points - 1 412 253 points and 20 % back.
- 2) pay for first class ticket partially in points - let say business class fare on Air France is \$10,136.73, so business and first - \$4075.80 - pay in points 407 580 points and 20% back.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

would it be less expensive to purchase as a Delta ticket and upgrade to first with Delta than AF?

So what is best idea for first class AF round trip for Karyna...? We buy coach fare and upgrade with points?

1 AF 99 06FEB MIA CDG 0440P 0715A
2 AF 6 14FEB CDG JFK 0120P 0355P

Ok. Let me ask him thx

Sent from my iPhone

First class:

1 AF 99 06FEB MIA CDG 0440P 0715A
2 AF 6 14FEB CDG JFK 0120P 0355P

TOTAL FARE - USD 14212.53

Business:

1 AA 62 06FEB MIA CDG 0625P 0905A

2 AA 45 14FEB CDG JFK 0955A 1235P

TOTAL FARE - USD 8343.53

Premium economy:

1 DL /AF 8345 06FEB MIA CDG 0440P 0715A
OPERATED BY AIR FRANCE
2 DL /AF 1022 14FEB CDG JFK 0815A 1040A
OPERATED BY AIR FRANCE

\$3930.23

Coach:

1 DL /AF 8345 06FEB MIA CDG 0440P 0715A
OPERATED BY AIR FRANCE
2 DL /AF 1022 14FEB CDG JFK 0815A 1040A
OPERATED BY AIR FRANCE

TOTAL FARE - USD 2772.23

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Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

On it.

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Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Did you call flying blue?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

i am now on hold for a Flying Blue rep...I had a normal rep...he couldnt help...

On Feb 1, 2019, at 4:16 PM, Natalia Molotkova <[REDACTED]> wrote:

Their record locator is VG8PEM

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Let me know when you have them on line.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

please issue ticket as stated below

On Feb 1, 2019, at 4:13 PM, Natalia Molotkova <[REDACTED]> wrote:

Your response is required to complete this reservation. Prices and availability are subject to change.

- Total air reservation, including taxes and fees: \$3956.33.
- Ticket is non-refundable, \$300.00 change penalty applies plus difference in fare.

• Wed 06 Feb - Air France 99 - Premium Economy - 8h 35m

Departing: Miami Airport, (MIA) at 4.40pm

Arriving: Paris Charles de Gaulle Airport, (CDG) at 7.15am

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Departing: Paris Charles de Gaulle Airport, (CDG) at 1.20pm

Arriving: New York John F Kennedy Airport, (JFK) at 3.55pm

Please reply to this email and provide your authorization to proceed.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

ok, calling them now!

OK, let's issue ticket first, after that you will call Air France about upgrade, if it is still available, them on the line.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

OK! we have permission to transfer the 30,000 points to Jeffrey's new AF Flying Blue account. Karyna, then upgrade her to biz! Can you do for me pretty please!?

still determining what we want to do...

JE's AF Flying Blue Number: **1193608285**

ok, I will go in and set up an account...

Yes, I need account number.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

ok...maybe you should go ahead and link the Amex card to account now! Do you need me to do this under Jeffrey's name..

terrific!! got it!

Before transferring points to AF, I need to link Flying Blue account to AMEX card.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

-if I want you to transfer Amex points to AF to upgrade premium economy to biz class, this must be done prior to departure.

Availability for upgrade is not guaranteed, it is available now, it could be not like two hours done prior to departure, but after ticketing.

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15 000 miles it is per flight, so if you need round trip - it is 30 000 miles.

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Hours: Mon through Friday 9AM-530PM EST

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thank you,...got it on the AF miles.

so in our case, it is probably better to use points after the person has taken the flight ...just to be
Amex points...

You can pay with points only when you know for sure he or she is taking flight, even after departure

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

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Hours: Mon through Friday 9AM-530PM EST

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Also, confirm to me, once we pay with Amex points for an upgrade, those points are non refundable. If we cancel a flight we have upgraded, we do not get them back?

hmmm, now I am thinking it is better to get Gift Cards for Saks or Bergdorf as the cards can always be used.

Are you talking about airline miles or AMEX points?

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so if we have to change her flight (which happens a lot over here) then the points are gone? If the points are used, they are not redeemable...

It is up to you - you can get Flying Blue account for her or him. Once you have it, we need to issue the points to the account. Once issued, upgrade availability can't be guaranteed, once points are transferred to AF, they are used.

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oh wow!...that is MUCH better! that is way less points to do with AF Flying Blue account..do we have to do it through Amex? or it is automatic through Amex? I need to make sure Biz class is good for Karyna..

I got through...Jeffrey's AF frequent flyer number was cancelled back in 2009...so he is not a member of the AF frequent flyer program. The only way to upgrade would be through Amex..it also sounds like lots of restrictions to get an award. I think for Karyna, the best option would be to purchase the premium economy seat and upgrade with points if necessary. (Karyna..) Less real money up front and not an enormous amount of points used ...

OK, we got through - we can issue ticket as Premium Economy and after ticketing get upgrade business. We will have to transfer AMEX points to AF Flying Blue account.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

If they pick up first fro you, ask them if mileage upgrade available from premium economy to b

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[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

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- 1) pay whole first class ticket in points - 1 412 253 points and 20 % back.
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Ok. Let me ask him thx

Sent from my iPhone

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2 AF 6 14FEB CDG JFK 0120P 0355P

TOTAL FARE - USD 14212.53

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OPERATED BY AIR FRANCE
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\$3930.23

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Hours: Mon through Friday 9AM-530PM EST

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Hours: Mon through Friday 9AM-530PM EST

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Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

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[REDACTED]

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OK, Premium Economy seat on Air France is \$3956.33, business is \$10,136.73. So you can pay different 040 American Express points and 20 % back.

I can try to call Flying Blue - it is usually a very very long hold time with them, and if I am getting call, I have mileage upgrade available.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

If we wanted to purchase the Premium economy seat and upgrade to Biz on the AF flights...what would the upgrade? (sorry!)

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Can you tell me the biz class AF price?

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Sent from my iPhone

First class:

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TOTAL FARE - USD 14212.53

Business:

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TOTAL FARE - USD 8343.53

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OPERATED BY AIR FRANCE

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OPERATED BY AIR FRANCE

\$3930.23

Coach:

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OPERATED BY AIR FRANCE

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OPERATED BY AIR FRANCE

TOTAL FARE - USD 2772.23

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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Hi Natasha. karyna needs a flight miami paris. 6th feb return 14th to new york . Biz or first class. economy and economy price too. We need to compare. I v

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On Feb 1, 2019, at 4:15 PM, Natalia Molotkova <[REDACTED]> wrote:

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Hours: Mon through Friday 9AM-530PM EST

please issue ticket as stated below

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[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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Natalia (Natasha) Molotkova
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[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

OK! we have permission to transfer the 30,000 points to Jeffrey's new AF Flying Blue account. Karyna, then upgrade her to biz! Can you do for me pretty please!?

still determining what we want to do...

JE's AF Flying Blue Number: **1193608285**

ok, I will go in and set up an account...

Yes, I need account number.

Regards,
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[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

ok...maybe you should go ahead and link the Amex card to account now! Do you need me to do it under Jeffrey's name..

terrific!! got it!

Before transferring points to AF, I need to link Flying Blue account to AMEX card.

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Hours: Mon through Friday 9AM-530PM EST

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**15 000 miles it is per flight, so if you need round trip - it is 30 000 miles.
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Hours: Mon through Friday 9AM-530PM EST

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Also, confirm to me, once we pay with Amex points for an upgrade, those points are non reversible. If we cancel a flight we have upgraded, we do not get them back?

hmmm, now I am thinking it is better to get Gift Cards for Saks or Bergdorf as the cards can always be used.

Are you talking about airline miles or AMEX points?

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so if we have to change her flight (which happens a lot over here) then the points are gone? If we used them, they are not redeemable...

It is up to you - you can get Flying Blue account for her or him. Once you have it, we need to issue the points for upgrade, upgrade availability can't be guaranteed, once points are transferred to AF, they are not redeemable.

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OK, we got through - we can issue ticket as Premium Economy and after ticketing get upgraded to business. We will have to transfer AMEX points to AF Flying Blue account.

Regards,
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Hours: Mon through Friday 9AM-530PM EST

If they pick up first from you, ask them if mileage upgrade available from premium economy to business class.

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And I am calling two. If you got them first, use record locator VG8PEM , I put it in Premium Economy.

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[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

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EFTA_R1_01095726
EFTA02278689

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Natalia (Natasha) Molotkova
Centurion Relationship Manager
natalia.molotkova@centurion.com

(877) 877-0987

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Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

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Their record locator is VG8PEM

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Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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still determining what we want to do...

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Yes, I need account number.

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[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

OK, if you got upgrade using AF miles and changing flight - if upgrade is available on new flight, yes it be possible difference in air fare or miles plus change fee). With AF, if upgrade for new flight is no longer back to account, AF account.

If you used AMEX points and canceling - you are getting money back if ticket was refundable (not points back).

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

if we transfer Amex points to AF miles, but then change the flight we used them on, would the new flight be used or would we have to use more points to upgrade the new flight? what happens to those points? I read that points to AF that is it with our Amex points. I also worry, what if we cancel the flight with AF and book a new one? (this sounds like a huge headache to me)

Also, confirm to me, once we pay with Amex points for an upgrade, those points are non reversible ... if we cancel a flight we have upgraded, we do not get them back?

hmmm, now I am thinking it is better to get Gift Cards for Saks or Bergdorf as the cards can always be used.

Are you talking about airline miles or AMEX points?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

so if we have to change her flight (which happens a lot over here) then the points are gone? I think it used, they are not redeemable...

It is up to you - you can get Flying Blue account fro her or him. Once you have it, we need to issue Pre for upgrade, upgrade availability can't be guaranteed, once points are transferred to AF, they are non

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

oh wow!...that is MUCH better! that is way less points to do with AF Flying Blue account..do we have Jeffrey? or it is automatic through Amex? I need to make sure Biz class is good for Karyna..

I got through...Jeffrey's AF frequent flyer number was cancelled back in 2009...so he is not a member only way to upgrade would be through Amex..it also sounds like lots of restrictions to get an award to me the best option would be to purchase the premium economy seat and upgrade with points to Biz class Karyna..) Less real money up front and not an enormous amount of points used ...

OK, we got through - we can issue ticket as Premium Economy and after ticketing get upgrade - it is a business. We will have to transfer AMEX points to AF Flying Blue account.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

If they pick up first fro you, ask them if mileage upgrade available from premium economy to business

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

ok super

And I am calling two. If you got them first, use record locator VG8PEM , I put it in Premium Economy.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

I can call Flying Blue...i have 2 phones on my desk ;)

Thank you you for below!

Do you think it would be less points to transfer them to AF? or you have no idea...

OK, Premium Economy seat on Air France is \$3956.33, business is \$10,136.73. So you can pay different 618 040 American Express points and 20 % back.

I can try to call Flying Blue - it is usually a very very long hold time with them, and if I am getting call, I think they have mileage upgrade available.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

If we wanted to purchase the Premium economy seat and upgrade to Biz on the AF flights...what would we have to upgrade? (sorry!)

I see you gave me premium economy price but it is different return flight...so not sure the pricing would be the same.

oops! sorry! you already gave me the biz price!

Can you tell me the biz class AF price?

thank you for the break down! Let me find out what he wishes to do....Keep the flight on HOLD for K

You can't upgrade Air France ticket through Delta. And you can't book Premier class with Air France with Air France.

You can check mileage availability on Air France at <https://www.flyingblue.com/fr/home/explorer> and I checked mileage space via Delta, nothing available on Delta in business round trip as direct.

So, if the goal is First class, here are options:

- 1) pay whole first class ticket in points - 1 412 253 points and 20 % back.
- 2) pay for first class ticket partially in points - let say business class fare on Air France is \$10,136.73, fare between business and first - \$4075.80 - pay in points 407 580 points and 20% back.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

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1 AF 99 06FEB MIA CDG 0440P 0715A
2 AF 6 14FEB CDG JFK 0120P 0355P

Ok. Let me ask him thx

Sent from my iPhone

First class:

1 AF 99 06FEB MIA CDG 0440P 0715A
2 AF 6 14FEB CDG JFK 0120P 0355P

TOTAL FARE - USD 14212.53

Business:

1 AA 62 06FEB MIA CDG 0625P 0905A
2 AA 45 14FEB CDG JFK 0955A 1235P

TOTAL FARE - USD 8343.53

Premium economy:

1 DL /AF 8345 06FEB MIA CDG 0440P 0715A
OPERATED BY AIR FRANCE
2 DL /AF 1022 14FEB CDG JFK 0815A 1040A
OPERATED BY AIR FRANCE

\$3930.23

Coach:

1 DL /AF 8345 06FEB MIA CDG 0440P 0715A
OPERATED BY AIR FRANCE
2 DL /AF 1022 14FEB CDG JFK 0815A 1040A
OPERATED BY AIR FRANCE

TOTAL FARE - USD 2772.23

Regards,

Natalia (Natasha) Molotkova
Centurion Relationship Manager
natalia.molotkova@centurion.com
(877) 877-0987

Hours: Mon through Friday 9AM-530PM EST

On it.

Regards,

Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Hi Natasha. karyna needs a flight miami paris. 6th feb return 14th to new york . Biz or first class. C
Premium economy and economy price too. We need to compare. I was not given times to depart. WI

Sent from my iPhone

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Your response is required to complete this reservation. Prices and availability are subject to change.

- Total air reservation, including taxes and fees: \$3956.33.
- Ticket is non-refundable, \$300.00 change penalty applies plus difference in fare.

• Wed 06 Feb - Air France 99 - Premium Economy - 8h 35m

Departing: Miami Airport, (MIA) at 4.40pm

Arriving: Paris Charles de Gaulle Airport, (CDG) at 7.15am

• Thu 14 Feb - Air France 6 - Premium Economy - 8h 35m

Departing: Paris Charles de Gaulle Airport, (CDG) at 1.20pm

Arriving: New York John F Kennedy Airport, (JFK) at 3.55pm

Please reply to this email and provide your authorization to proceed.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

ok, calling them now!

OK, let's issue ticket first, after that you will call Air France about upgrade, if it is still available, you ask me to

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

OK! we have permission to transfer the 30,000 points to Jeffrey's new AF Flying Blue account...purchase the
her to biz! Can you do for me pretty please!?

still determining what we want to do...

ok, I will go in and set up an account...

Yes, I need account number.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

ok...maybe you should go ahead and link the Amex card to account now! Do you need me to open the FLyin name..

terrific!! got it!

Before transferring points to AF, I need to link Flying Blue account to AMEX card.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

-if I want you to transfer Amex points to AF to upgrade premium economy to biz class, this must be done prior

**Availability for upgrade is not guaranteed, it is available now, it could be not like two hours later. Yes
departure, but after ticketing.**

-you said it is 15,000 miles to upgrade...do we transfer 15,000 Amex points to get the 15,000 miles? it is 1 to 1? (gosh I have
with our accounting department today...Rich is coming here at 2:30

**15 000 miles it is per flight, so if you need round trip - it is 30 000 miles.
Yes 1 AMEX point is 1 AF mile.**

Regards,

Natalia (Natasha) Molotkova
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[REDACTED]

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thank you,...got it on the AF miles.

so in our case, it is probably better to use points after the person has taken the flight ...just to be sure. then we

You can pay with points only when you know for sure he or she is taking flight, even after departure.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

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Natalia (Natasha) Molotkova
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